

Tuesday, December 10

3:00 PM **One-on-One CRM training sessions**

Wednesday, December 11

7:30-9:00 AM **Breakfast**

8:00-9:00 AM **New User Training**

Overview of Admin, Student and Employer modules

9:00-9:15 AM **Welcome**

Liza Kirkpatrick & Mark Quinlan

9:15-10:00 AM **Tech Update**

Darrell Dewese

10:00-10:15 AM **Break**

10:15-11:30 AM **User Experience Enhancements**

Dave Hoy

- Accessibility enhancements
- Student usability improvements
- Admin UI enhancements – demo of progress and discussion of customer needs

11:30 AM-1:00 PM **LUNCH & Tour of Kellogg School of Management**

1:00-2:00 PM **Data Visualizations**

Dave Hoy

- Best under-utilized features
- Discuss the “art of the possible”
- Discuss how to reduce student data anxiety

2:00-2:15 PM **Break**

2:15-4:00 PM **OCR Interviews & Events**

Ellie Ringler & Aaron Clark

- On-campus interviews, office hours, new event types
- Scheduling vs. Pick Time & Bidding
- Data trends – The OCR story

4:00-5:00 PM **GradLeaders Roadmap 2020**

7:00-9:00 PM **Networking Reception** at Whiskey Thief Tavern

Thursday, December 12

7:30-8:30 AM **Breakfast**

8:15-8:30 AM **Welcome to Day 2**

Heather Krumpak

8:30-9:30 AM **Advising Blocks**

Aaron Clark

- Set-up and personal calendar sync
- Student experience
- Admin management and reporting

9:30-9:45 AM **Break**

9:45-10:45 AM **Employment Reporting**

Dave Hoy

- Underutilized tools
- Business process – best practices
- MBA CSEA review and Q&A

10:45-11:45 AM **Admin Tools & Communication**

Aaron Clark & Matt Hall

- Data management tools
- Customer support – new
- Communication and analytics

11:45 AM **Lunch + New Feature Brainstorm**

➤ **Get Connected**

Join the open WiFi network titled **Guest-Northwestern**.

➤ **Meals**

We'll be serving hot breakfast and lunch Wednesday and hot breakfast and boxed lunches on Thursday.

➤ **Networking Reception**

Join us for drinks, food and social time with your peers and the GradLeaders team on Wednesday evening.

Wednesday, December 11, 7-9 PM

Whiskey Thief Tavern | whiskeythieftavern.com

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